



**Robert E. Bush  
Naval Hospital**

## Did you know?...

**Y**ou have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

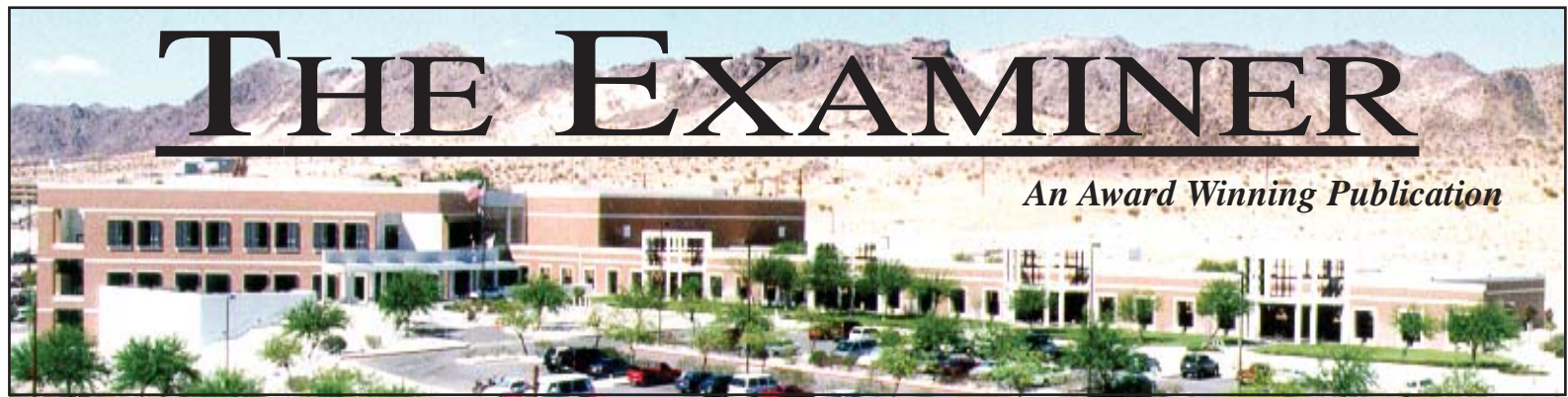
- \* Through the ICE website.
- \* The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics, or directly to the Joint Commission via: E-mail at [complaint@jointcomission.org](mailto:complaint@jointcomission.org) Fax: 630-792-5636

The Joint Commission  
Oak Renaissance Boulevard  
Oakbrook Terrace, IL 60181

**T**o report Fraud, Waste and Abuse contact one of the below offices by calling:

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Combat Center: 760-830-7749  
NavMedWest: 1-877-479-3832  
Medical IG: 1-800-637-6175  
DoD IG: 1-800-424-9098

Commanding Officer  
Naval Hospital Public Affairs Office  
Box 788250 MAGTTC  
Twentynine Palms, CA 92278-8250



# THE EXAMINER

*An Award Winning Publication*

<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

## 'Desert Beginnings' Delivers Babies and Safe Care

*By Dan Barber  
Public Affairs Officer  
Robert E. Bush Naval Hospital*

**T**he Robert E. Bush Naval Hospital first opened the doors to its remodeled Labor, Delivery, Recovery and Postpartum (LDRP) care units in the Maternal Infant Nursing Department (MIND) in the summer of 2003... at the time it was one of Navy Medicine's "Family-Centered" health care initiatives underway.

The hospital decided to call the new LDRP units "Desert Beginnings."

Since that time the mission has not changed, more than 4,000 babies have been born at the Desert Beginnings unit... and since 2008 the trend in the numbers of births have steadily been increasing averaging more than 500 births each year. In calendar year 2011 the hospital delivered a record 631 babies.

The LDRP rooms were

designed to provide the safe delivery and medical care for the Mothers and newborns, then converting into a large comfortable room for recovery and postpartum care with enough room for family visitors. A chair in the room can be converted into a bed for Dad if he chooses to spend the night.

After the birth of the baby the hospital's galley (Navy terminology for food services) provides a special menu where Mom's can order room service.

And if the case arises for the need of an emergency C-Section, the operating room is always ready and seconds away, by design, from the LDRP.

In addition, the Maternal Infant Nursing Department has a professional staff on hand for teaching new Mom's the benefit of breastfeeding the newborn.

The Robert E. Bush Naval Hospital is the only hospital in San Bernardino County and one of only 40 hospitals in the entire

*Continued on page 5*



*The Desert Beginnings LDRP has seven beautifully furnished Labor suites for childbearing families. The suites have amenities to include oak furniture, oak flooring, DVD movie and CD music systems, and state-of-the-art medical equipment. Its beautiful atmosphere creates a home-like environment for families to enjoy. The LDRP design allows families to experience a 'Single Room Maternity Care Model,' affording them the opportunity to have a private, comfortable room throughout their stay. The staff believes in providing "patient and family centered care" which ultimately supports and encourages the involvement of both patients and families in all aspects of their maternity and newborn health care experiences.*

## You have the Power?

**D**id you know that you have the power to influence how you are cared for at the Robert E. Bush Naval Hospital?

If you have recently received health care at the hospital you may receive a patient satisfaction survey form from the Navy's Bureau of Medicine and Surgery regarding your visit.

Your opinion about the service you received is very important to the staff here at the hospital and to our leadership in Washington, D.C. Please take a few minutes to complete and return the survey, noting our strengths and probably more importantly recommendations for areas to we need to improve. This data is very important to the leaders of the hospital.

If you have any questions or concerns whenever you receive care here, you are always welcome to speak to the command's Customer Relations Representative, Mr. Bob Greger. He can be reached at 760-830-2475. You can also leave a comment with the Marine Corps Air Ground Combat Center's ICE system and your questions or concerns will be promptly answered.

Your opinion counts with us and for you.

**Patients seen in February -- 14,490**

**Appointment No Shows in February -- 892**

**In February we dropped down to 5.8 percent of patient appointment no shows. We can continue this downward trend by keeping the appointments we make, or cancel in enough time for someone else to use the slot... This no show percentage dropped almost a full percentage point since the last report!**

**To make an appointment call -- 760-830-2752**

**To cancel an appointment call -- 760-830-2369**



# April is... Life Balance Awareness Month

*By Martha Hunt, MA CAMF  
Health Promotions Coordinator  
Robert E. Bush Naval Hospital*

Today, people tend to work longer hours, have themselves and their kids involved in more activities, and generally maintain a busier style of life than even a few years ago.

This can be exciting, but it can also lead to constant burnout. According to a survey conducted by a leading life insurance company, four out of ten employees state that their jobs are “very” or “extremely” stressful.

Those in high-stress jobs are three times more likely than others to suffer from stress-related medical conditions and are twice as likely to quit.

The study states that women, in particular, report stress related to the conflict between work and family.

You may choose simple living for a variety of personal reasons, such as: spirituality, better health, an increase in quality time for family and friends or creating a better work -- life balance.

Here are some ways you can reduce the stress of an overextended life and enhancing what

is important to you.

What are some ways to help you balance the demands of work and your personal life? Clear the clutter. Many stressed people live in cluttered homes.

Maybe start by getting rid of all of the stuff you have been carrying around all your life in boxes that you haven’t opened since your last move?

Cut out negative relationships. We all know who the true friends are -- the ones that we can call on, no matter what the reason, they are there for us.

Sometimes, however, we aren’t always aware of the ones who are negative and who really don’t have our best interest at heart. These ‘toxic friendships’ can drain us emotionally. Take an honest look at the relationships in your life and decide which are worth keeping and which should be let go.

Automate or schedule what you can. Getting some of the daily, weekly and monthly work of your life into an automated system or schedule can help to relieve stress.

Making little changes that take steps out of your daily routine like setting up automatic timers to turn off your lights or signing up for automatic bill pay options.

Live within your means. Many people spend more than they earn and carry large amounts of debt because they want everything they see on TV. This leads to financial stress.

The key to avoiding this type of financial stress is to live within your means. If you don’t have the cash for it, don’t buy it. Set priorities and stick with

## *...What are some ways to help you balance the demands of work and your personal life?*

them.

What do you need? A roof over your family’s head, food on the table, transportation, etc.

What do you want? A house you can’t afford, eating out constantly, an expensive car with all of the extras, etc. Learn the difference between need and want

and it will make your life much easier.

Learn to say no to people who make too many demands on you or who want to put their second hand stress on you.

Don’t become over-scheduled these days. Build downtime into your schedule. When you plan your week, make it a point to schedule time with your family and friends and include activities that help you recharge.

Drop activities that are a waste of time and energy such as the time you spend on the web and social media sites.

Organize your errands so that they are efficient and don’t waste time or gas.

Get moving. It’s hard to make time for exercise when your life is filled with self imposed tasks.

You can fit in exercise when you delete some of the chores that aren’t important in the first place. Treat your body with

respect. Don’t try to cope with stress through bad habits such as tobacco, alcohol or food. It will only damage your health and add another layer of stress to your life.

Don’t be afraid to live life.

Open yourself up to new ideas and interests. Don’t get overwhelmed by assuming that you need to make big changes to bring more balance to your life.

Set realistic goals, like trying to leave work on time or at least earlier one night per week.

Slowly build more activities into your schedule that are important to you. Start by spending an hour a week on your hobby or planning a week-end getaway with your spouse.

Overall wellness is a life-long process that helps you to maximize your potential. If any one component of wellness is ignored, your life becomes unbalanced and unhealthy.

## Africanized Honey Bees How Dangerous are they?

*By Martha Hunt, MA CAMF  
Health Promotion and Wellness  
Robert E. Bush Naval Hospital*

According to San Bernardino County Vector Control Office, approximately 90 percent of bees in Morongo Basin are Africanized Honey Bees (AHB).

These bees are not native to the U.S.; they came from Africa via South America, where a few bees escaped from a hive being altered by scientists to produce more honey, and then crossed over to the U.S. across the Texas border.

Just like regular honey bees that we are used to, they pollinate plants and can only sting once before dying. The problem is that AHB’s are very aggressive and will swarm in huge numbers to protect their hives. You cannot tell a regular honey bee from an AHB as they look identical so it is always best to be careful around all bees. Do not harass them or otherwise cause them to become angry and sting you.

With 90 percent of the bees in Morongo Basin already Africanized, it is best to assume that all bees you encounter have the potential to become aggressive. The best safety advice is to avoid any encounter with bees. Remember that AHB’s sting to defend their colony, so watch for bee swarms and colonies. AHB’s nest in cracks of houses,

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Dan Barber

The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month’s edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

### **How to reach us...**

Commanding Officer Naval Hospital  
Public Affairs Office  
Box 788250 MAGTFTC  
Twentynine Palms, CA 92278-8250  
Com: (760) 830-2362  
DSN: 230-2362  
FAX: (760) 830-2385  
E-mail: dan.barber@med.navy.mil  
Hi-Desert Publishing Company  
56445 Twentynine Palms Highway  
Yucca Valley, CA 92284  
Com: (760) 365-3315  
FAX: (760) 365-8686



# Junior Enlisted Association Reaches Out to the Community

The Junior Enlisted Association recently embarked on a mission to paint a shed for an elderly Navy veteran in the local community.

Typically requests for assistance are facilitated through the Morongo Basin Clean organization who in turn asks others such as the Junior Enlisted Association (JEA) for their assistance when appropriate.

The JEA responds to each request as an opportunity to reach out to help with as many volunteers as necessary to get the job done.

The JEA arrived on site of this latest job when Mr. Bob Treacy greeted them with supplies and expectations. After painting for a short time the Sailors began to talk to Treacy about their jobs and what they had going on in

the weeks to come. The JEA Sailors learned that Treacy was a Navy veteran, and he even went and put on his old dress white top. Amazed that it still fit, but how proud he looked standing there in that cotton top and neckerchief. He spoke about his life in the Navy as it was just yesterday. After finishing the job in less than two hours it was time to clean up and go home.

Treacy sent a thank you letter to the JEA. In addition to a thank you, Treacy also provided a short biography about his life in the Navy.

He joined to the Naval Reserve in 1951 after graduating college, during the Korean War. Treacy went to boot camp in Bainbridge, Md. Treacy had his hair-cut, and was "inoculated by

the, 'mean' Corpsman" as he puts it. But added he had the upmost respect for Corpsman and how much he admires them.

With only one stripe on his arm after graduation from boot camp he became an instructor for recruits.

Chief Petty Officers there were called to sea and others were to remain in the ship's company to train the recruits.

From Bainbridge, Maryland he was sent to Pensacola Florida where he would spend time on the USS Monterey training Naval Air Cadets. Working in the Air Officer's office he would witness many accidents and gain lifelong friends. As the Korean War came to an end so did Mr. Treacy's Navy experience.

According to the members of the JEA who worked on his

shed, meeting Mr. Bob Treacy was an honor. "The experience and knowledge that the Navy as well as people like Mr. Treacy gives is what make missions like what we do worth our time," said Petty Officer Brittany Diaz, president of the JEA and a corpsman assigned to the hospital's Laboratory Dept. "To read an old sea story and have the view from a person who experienced it and not just what the history book states is unforgettable, none of us who were there that day will ever forget the feeling we felt seeing

him put on that dress white top and that proud smile he possessed. That is what makes giving back to our community worth every second of the hard work and our time. As part of the Junior Enlisted Association it was a great honor to receive such a thoughtful thank you. I challenge every enlisted person to take on community involvement and no matter how small the job, the impact we have on our community will be an old sea story for us to tell one day," Diaz added.

## Africanized Honey Bees...

*Continued from page 2*

junk left in your yard, holes in the ground, etc. For that reason, be alert for bees coming in and out of an opening such as a crack in a wall, yard debris or the hole in a utility box. Also listen for the hum of bees to lead you to where the colony may be nested.

There have been reports of AHB's in the national park and open desert so be aware of your surroundings and keep an eye out for bees the way you would watch out for snakes and other natural dangers. Don't panic at the sight of a few bees foraging in the flowers. All bees are generally very docile as they go about their normal activities. If bees start bumping into you, quickly and calmly walk away from them and keep moving. Also, be aware that bees can form hives in mine shafts, caves and rock crevices so be especially careful of those places.

Here are some precautions that you can take so that you don't attract AHB's. Wear light-colored clothing as bees tend to attack dark things - dark clothing, dark hair, or anything dark in color could draw the anger of AHB's. Also, bees are sensitive to odors, both pleasant and unpleasant. The smells of newly cut grass, bananas and human sweat have been shown to anger bees. Also avoid wearing floral or citrus after shaves or per-

fume. AHB's have also been known to attack because of noises or vibrations from vehicles or equipment.

Check your house and yard every month to see if there are any signs of bee hives. If you think you have a swarm or colony, back off and keep animals and children away. There are few beekeepers in Morongo Basin who will remove a bee colony if they think it is an AHB hive so you may need to call the low desert or find an exterminator. You can also call San Bernardino Office of Vector Control to report the bees and get advice as to your course of action.

To help prevent bees moving into your house or yard, fill all cracks and crevices in walls with steel wool and caulk. Just like any desert dangerous creature, they are looking for easy places to live. Cracks of even 1/8 inch can allow all sorts of critters into your home, not just bees. Also make sure that all of your window screens are intact as bees can enter your home that way.

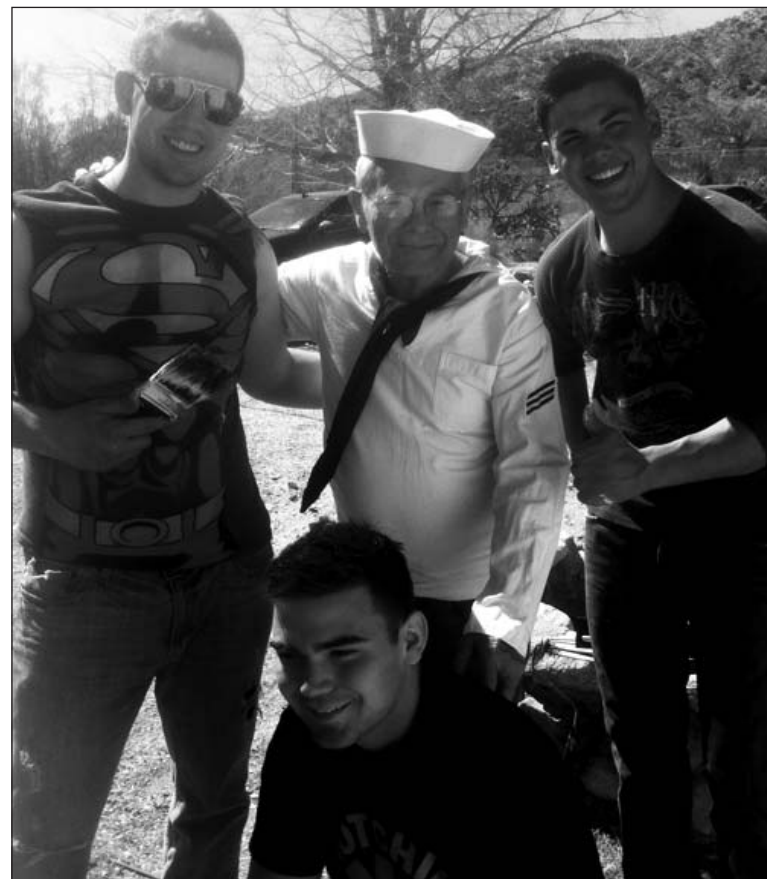
Bees are also attracted to water. Any open water containers in your yard will attract AHB's. This includes animal water dishes or troughs, swamp coolers that are not correctly closed and swimming pools.

Obviously, it is best to avoid

contact with Africanized Honey Bees in the first place but if contact becomes unavoidable, it is important to know what to do. The best method of escaping a bee attack is to cover your head and run for shelter. Any covering for your body, especially for your head and face, will help you escape. Use a towel, jacket, blanket, anything to cover your head and face to prevent stings there. The most dangerous stings are on the head and face.

Try to find shelter as soon as possible and take refuge in a house, tent or a car with the windows and doors closed. AHB's have been known to chase their victims for up to a quarter mile before giving up the chase. Do not jump into water. Bees will wait for you to come up for air. If you see a person or animal under attack and covered with bees, a solution of one half cup of liquid soap per gallon of water will kill the bees that are clinging to the victim.

Once you are away from the bees, evaluate the situation. If you are allergic to bees, seek medical attention immediately. Scrape stingers off as soon as possible to lessen the amount of venom entering the body. Scrape stingers off the skin with a blunt instrument, key or plastic credit card. Do not remove bee stingers with fingers or tweezers as this only forces the venom into the victim's body.



*From left to right, HN David Goodman, Emergency Medicine Dept., Mr. Bob Treacy, HN John Miller, PACU, and HM3 Ryan Schuck, Emergency Medicine Dept.*



# Super Stars...



*Diane Brisco, Gold Team front desk clerk, receives a Federal Length of Service Award.*



*Mildred Buckley, Patient Administration Dept. receives a Federal Length of Service Award.*



*Patti Christopher, Utilization Management, is selected as the Junior Civilian of the Quarter.*



*Ubaldo 'Dave' Llanos, Command Suite, has been selected as the Junior Civilian of the Year.*



*HM3 Joshua Culp, Blue Team, receives his first Good Conduct Award.*



*Holly Aguilar has been selected as the Senior Civilian of the Quarter.*



*HM1 Karlton Bethea, Adult Medical Care Clinic takes the oath of reenlistment.*



*CS2 Kendrick Dreier, Food Services, takes the oath of reenlistment.*



*HM3 Shauna Galeazzi, Emergency Medicine Dept. is named as the Junior Sailor of the Quarter.*



*HN Oscar Gallegos, Blue Team has been selected as the Blue Jacket of the Quarter.*



*HM2 Julian Guillen, Bio-Med Repair takes the oath of reenlistment.*



*HM3 Avery Hall, Multi-Service Ward recently reenlisted and received his first Good Conduct Award.*



*HM1 Heath Wilhoit, Physical Therapy, is named as the Senior Sailor of the Quarter.*



*Lt. William 'Bill' Lawson, Health Care Ops., has been selected as the Officer of the Year.*



*HM1 Gale Webb, Laboratory, recently took the oath of reenlistment.*

*Continued on page 7*



## In the Spotlight...

Maternal Infant Nursing  
Department helps the 'Stork'  
deliver babies to Combat  
Center families



*Lt. Cmdr. Joanne Costello,  
Dept. Head.*



*Luanne Etmani.*



*HN Miko Lim.*



*Jeanette Brookins, RN.*



*Ensign Cassandra Gamel*



*Lt.j.g. Angela Evans and Margaret Royster,  
RN.*



*HA Dario Guevara.*



*HN Rosemary Gore.*



*Ensign Jenna  
Dimaggio.*



*Lt. Erin Kerr.*



*HN Trevin Lovett.*



*HN Benjamin Dupree.*



*HN Jedsmond Maglanoc.*



*Ensign Roberta Orozco.*



*LT Aimee McCollum.*



*LT Allison Redden.*

## Desert Beginnings...

*Continued from page 1*

state of California which has been designated as a 'UNICEF Baby-Friendly' hospital. When the hospital first received this designation in 2003 there were less than 40 Baby-Friendly hospitals in the United States.

"The safe delivery and care of the new Mom and baby is our number one concern in the Maternal Infant Nursing Department," said Lt. Cmdr. Joanne Costello, Department Head of the MIND.

"We understand that young women want to deliver their baby just as soon as possible. We also understand that nine months can seem like an eternity while being uncomfortable, but we don't encourage early induction of labor before 39 weeks without it being a medical necessity," said Costello.

There have been young women coming into the LDRP and demanding that their labor be induced and when denied they leave and visit a civilian medical facility to have labor induced. This action can bring harm to the baby and Mom. In addition, the parents will incur added expense for the care received at that facility.

*Continued on page 8*



# What’s the Difference between an M.D. and a D.O?

*TriWest Healthcare Alliance*

Have you ever been searching for a doctor, and found one labeled as an “M.D.,” while another is listed as a “D.O.?”

You may have wondered what this means. Well, here’s the answer.

There are two basic types of medical schools: Allopathic schools and Osteopathic schools. Doctors who attend the

Allopathic schools become M.D.s. And if they graduate from the Osteopathic schools, they become D.O.s. Because of these differences, doctors vary in their views on medicine and treating patients.

**So, which is right for you?**

Similarities -- Both types of degrees produce medical doctors, who can prescribe you medicine and diagnose a condition. Here is what M.D.s and D.O.s have in common:

- \* Had to earn a four- year degree with core science classes.
- \* Attended four years of medical school (this is where the differences come into play, since there are two types of medical schools).
- \* Went through a residency program that lasted three to seven years.
- \* Required to pass licensing exams and obtain a state license.
- \* Can practice in accredited hospitals and clinics.

- \* Work side by side in the Military Health System to benefit service members and families entrusted to their care.
- Differences -- Doctors who earned a D.O. often focus on primary care or family practice, although many do choose a specialty and train in the same residency programs as M.D.s.
- D.O.s also receive training in something called Osteopathic Manipulative Training (OMT). OMT is similar to chiropractic work, but it’s not the same. This

treatment manipulates the body’s muscles and bones to help with problems like back pain, shoulder pain, and tension headaches. M.D.s do not receive this training.

Over time, the differences between these two types of medical schools have faded. More and more, both schools train doctors to view their patients as a whole, while promoting health, preventing disease, and treating when necessary.

## Setting Medical Appointments through TRICARE Online

*By Brian P. Smith  
TriWest Healthcare Alliance*

Would you rather go online instead of waiting in line?

TRICARE Online (TOL) provides quick and easy access to medical and pharmacy services at certain military treatment facilities (MTF). To see if which services are available at your location, visit TRICAREOnline.com to get started.

TOL, the Department of Defense’s online healthcare portal, allows authorized family members to use a Common Access Card (CAC) or DoD Self-Service (DS) Logon to:

- \* Schedule, view and cancel primary care or certain specialty appointments at MTFs
- \* Request prescription refills for MTF pickup or schedule home delivery
- \* View, download and print laboratory results, outpatient medication profiles and allergy profiles.

Note: Not all services are available at every location.

Logging into TRICARE Online

If you don’t already have a DS Logon user-

name and password, you can visit your local TRICARE Service Center to start the process. Not sure if you have a DS Logon? Visit myaccess.dmdc.osd.mil/dsaccess.

If you don’t have a DS Logon, you can also create an account by going to TRICAREOnline.com and following the steps under “Create Account.” If you have a CAC, you have to register your CAC before you log in. Follow the prompts on the site to get started.

TRICARE Information on the Go

When you need to get to your TriWest account information on the go, you can use TriWest’s mobile site and text QuickAlerts to bring smart tools directly to your smartphone (and other mobile devices). Register for your secure TriWest.com account today to access your account from your phone, from your tablet -- anywhere with an Internet connection, whenever you need. Get started at m.TriWest.com.

And while you’re at it, why not take the next step and go paperless? You can “turn off” your referral and authorization letters, claims and fee statements when you register at TriWest.com. Get your information with-

out having to wait on the mail-login at TriWest.com to Go Green today!

**So which is right for you?**

Now that you know the differences, it all comes down to your personal preference. Which highlights your values, and the way you want to be treated?

You know where you want to go.

**Sailor Career Toolbox**

The tools you need to get there.

<http://www.npc.navy.mil/CareerInfo/CareerToolbox/>

# Super Stars...

Continued from page 4



*HM3 Robert Martinez, Multi-Service Ward, receives his first Good Conduct Award.*



*HM3 Ryan Schuck, Emergency Medicine Dept., receives a Navy and Marine Corps Achievement Medal.*



*Leon Garner, Fiscal, is selected as the Senior Civilian of the Year.*



*LT Andrew Olson, Department Head, Materials Management is selected as the Officer of the Quarter.*



*HN Nmayen Ironbar, OB/GYN gets her first Good Conduct Award.*



*HM2 Porfirio Rodriguez, OMD, receives his fourth Good Conduct Award.*



*CSSN Jincheng Liu, Food Services receives his first Good Conduct Award.*

**DON'T BE A NO-SHOW.**

**DIDN'T YOU HAVE A DOCTORS APPOINTMENT TODAY?**

**I SKIPPED IT... I WAS BUSY.**

**YOU WHAT ?! YOU TOTALLY WASTED AN OPPORTUNITY FOR MY NEIGHBOR !**

**I'M SORRY, ALL OF OUR APPOINTMENTS HAVE BEEN FILLED TODAY. OUR FIRST AVAILABLE APPOINTMENT IS NEXT WEEK TUESDAY.**

CALL

760-830-2752

PLAN AHEAD



# Desert Beginnings...

Continued from page 5

“Some early deliveries are necessary because of maternal diabetes or hypertension that could harm either the mother or child,” said Costello. According to an article published in the San Bernardino Sun at the end of January of this year, “potential complications of early delivery range from breathing and feeding problems to blood infections for the baby. Also, inducing labor before 39 weeks may double some

women’s chances of needing a C-section, when this happens women also face a greater chance of complications from that procedure.” Costello added, “Delivery between 39 and 41 weeks is best.” “Medicine has improved the survivability of premature babies, but we should never take a chance in harming an infant by intentionally bringing them into the world before they are ready,” said Costello.



Eli Santana, RN.



Joana Sulog, RN.



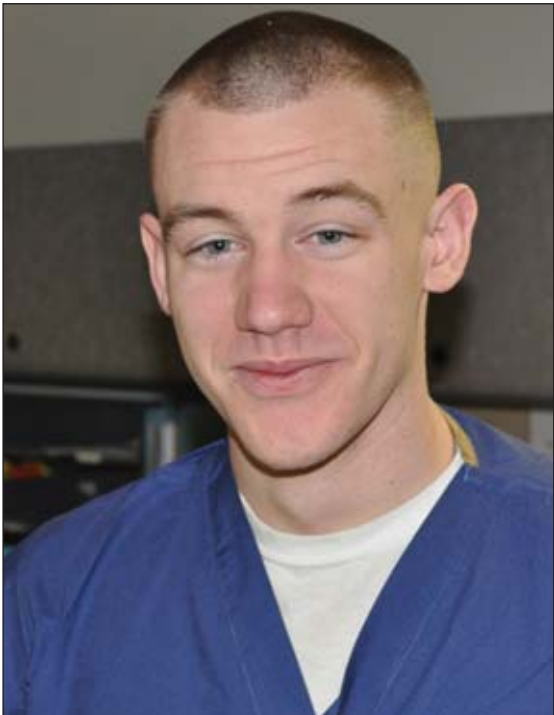
LT J.G. Amanda Scott.



HN John Shaddix.



HN Ryan Smith.



HA Jacob Thilmony.



LT Amber Wilson.